

Palo Alto Networks Engineer as a Service

When appliance failure happens, the result is often increased security risk, business disruption, productivity losses, and stress.

While a support agreement with a Return Material Authorisation (RMA) procedure may provide your end customers with some reassurance, the reality is that not all their locations will have IT resources on site to handle what comes next.

To quickly restore service when a replacement appliance arrives, it's essential that it can be installed, configured, and tested efficiently by someone that knows what they're doing.

That's why Exclusive Networks' Engineer as a Service provides our Palo Alto Networks customers with experienced engineering resource, to physically attend sites and carry out Palo Alto Networks 'smart hands' activities within an SLA.

Our engineers are experts in service restoration and are trusted to be part of the business continuity plans of some of the largest companies in the world.

How The Service Works

Palo Alto Networks Engineer as a Service allows customers to extend their Palo Alto Networks hardware support capabilities with Exclusive Networks onsite resources.

When needed, we provide experienced, field service engineering resources to physically attend your end customer's site to swap out faulty Palo Alto Networks appliances or parts and ensure services are restored quickly and efficiently.

Palo Alto Networks Engineer as a Service is simple to order, consume and call upon when you or your customers need to, following these 5 steps:

Step 1

- › **End customer discovers a Palo Alto Networks appliance failure or issue and calls the number on their service welcome pack.**

Step 2

- › **The Exclusive Networks Engineer as a Service operator will interpret the issue and secure an engineer.**

Step 3

- › **Dispatch of an engineer will be synchronised with the ETA of replacement Palo Alto Networks appliance or parts.**

Step 4

- › **Restoration is completed locally by the Exclusive Networks engineer.**

Step 5

- › **End customer signs off service completion and rates their service experience.**

Service Benefits

- **Onsite response SLAs from Next Business Day to 4 hours**
- **Extension of hardware support capabilities that puts an experienced Exclusive Networks engineer onsite**
- **Extra business resilience and continuity for your end customers**
- **Avoid risks or delays from your end customers attempting hardware replacement themselves**
- **Experienced Exclusive Networks engineering capability on demand to cover any/all sites**
- **No unexpected bills: flat annual cost per appliance**
- **Engineering coverage in over 150 countries**
- **Net Promoter Score of over 60 & SLA achievement over 99%**

Learn More

To discuss our Palo Alto Networks Engineer as a Service capabilities and SLAs, **get in touch** with us today.

About Exclusive Networks

We're a global, trusted cybersecurity specialist for digital infrastructure, helping to drive the transition to a totally trusted digital future for all people and organisations.

With offices in 46 countries and the ability to service customers in over 170 countries across five continents, our unique 'local sale, global scale' operating model combines the extreme focus and familiarity of local independents with the scale and service delivery of a single worldwide cybersecurity powerhouse.

This approach means customers can capitalise early on rapidly evolving cybersecurity technologies and transformative business models, and offers them greater opportunity, relevance, and value.

For more information visit www.exclusive-networks.com